

centrelink

Online services



Completing this form online is faster and easier.

You can claim Crisis Payment using your Centrelink online account through myGov. For help, go to servicessaustralia.gov.au/onlineguides

If you do not have a myGov account, you can create one at my.gov.au and link it to your Centrelink online account.

When to use this form



Use this form if you are claiming Crisis Payment because you have recently arrived in Australia for the first time and have one of the following offshore humanitarian visas:

- subclass 200 – Refugee
- subclass 201 – In-country Special Humanitarian
- subclass 202 – Global Special Humanitarian (special humanitarian programme)
- subclass 203 – Emergency Rescue
- subclass 204 – Woman at Risk.

Important information

You must be a holder of one of the above humanitarian visas and meet all of the following criteria to claim Crisis Payment:

- be eligible for or getting an income support payment. If you are not getting an income support payment, you should claim one first.
Go to servicessaustralia.gov.au/paymentfinder to see if you can get a payment.
- have arrived in Australia as a humanitarian entrant for the first time
- are in severe financial hardship.

Severe financial hardship means you are either:

- single and your liquid assets total less than 2 weeks of the maximum rate of your income support payment, or
- a member of a couple and your liquid assets total less than 4 weeks of the maximum rate of your income support payment.

Liquid assets include all of the following:

- cash on hand
- money in the bank
- shares and bonds
- gifts
- other money available at short notice.

You are not eligible for a Crisis Payment if you are a Community Support Program entrant (202 visa) under an Assurance of Support that is receiving support from an assurer.

What else you may need to provide

You may need to provide identity documents. For a list of acceptable documents, go to servicessaustralia.gov.au/identity

Keep these Notes (pages 1 and 2) for your information.

For more information



TTY

Go to servicesaustralia.gov.au/crisispayment or visit one of our service centres.

If you need to speak to us or one of our social workers, call **132 850**.

We can translate documents you need for your claim for free.

To speak to us in your language, call **131 202**.

Call charges may apply.

If you have a hearing or speech impairment, you can contact the **TTY service** Freecall™ **1800 810 586**. A TTY phone is required to use this service.

Claim for Crisis Payment

Humanitarian Entrants (SU622)


Filling in this form

You can complete this form on your computer, print and sign it.

If you have a printed form:


- Use black or blue pen.
- Print in BLOCK LETTERS.
- Where you see a box like this **Go to 1** skip to the question number shown.

1 Are you in Australia right now?

No  You are not eligible. Call us on **132 850** if you want to discuss your eligibility.

Yes **Go to next question**

2 Do you currently get an income support payment or have you claimed one?


No  You should submit a claim before submitting this form.

Yes **Go to next question**

3 Is this your first arrival as a humanitarian entrant?

A humanitarian entrant is someone who arrived in Australia holding one of the following visas:

- subclass 200 – Refugee
- subclass 201 – In-country Special Humanitarian
- subclass 202 – Global Special Humanitarian (special humanitarian programme)
- subclass 203 – Emergency Rescue
- subclass 204 – Woman at Risk.

No  You are not eligible. Call us on **132 850** if you want to discuss your eligibility.

Yes **Go to next question**

4 What date did you arrive in Australia?

About you

5 Your Customer Reference Number (if known)

 - - -

6 Your name

Family name

First given name

Second given name

7 Have you been known by any other name(s)?

Include:

- name at birth
- name before marriage
- previous married name
- Aboriginal or skin name
- alias
- adoptive name
- foster name.

No **Go to next question**

Yes **Give details below**

Other name(s)

If you need more space, provide a separate sheet with details.

8 Your date of birth

9 Your permanent address

 Postcode

10 Your postal address (if different to above)

 Postcode


CLK0SU622 2007

11 Read this before answering the following question.

Providing a mobile phone number or an email address means you may receive SMS or emails from us. To read the terms and conditions, go to servicessaustralia.gov.au/em

Your contact details

Home phone number ()

Is this a silent number? No Yes

Mobile phone number

Alternative phone number ()

Email

12 How much money do you (and your partner) have access to?

Include money in bank accounts, investments and any cash you have available to you.

Cash on hand can include notes and coins that:

- you have in your wallet, purse or handbag
- you have in a safety deposit box
- you are holding instead of putting it into a bank account
- someone else is looking after for you.

Amount

Currency if not AUD

13 Give details below of all accounts held by you (and/or your partner) in banks, building societies or credit unions.

Include savings accounts, cheque accounts, term deposits, joint accounts, accounts you hold in trust or under any other name, or money held in church or charitable development funds.

Accounts and term deposits outside Australia should be included, with the current balance in the type of currency in which it is invested. We will convert this into Australian dollars.

Do not include shares or managed investments.



Provide evidence from your financial institution that shows your current account balance, account number and account holder name(s). Copies can be provided. ATM slips are not acceptable.

1 Name of bank, building society or credit union

Account number (this may not be your card number)

Balance of account

Currency if not AUD

Your share % Partner's share %

2 Name of bank, building society or credit union

Account number (this may not be your card number)

Balance of account

Currency if not AUD

Your share % Partner's share %

3 Name of bank, building society or credit union

Account number (this may not be your card number)

Balance of account

Currency if not AUD

Your share % Partner's share %

If you need more space, provide a separate sheet with details.

Checklist

14 Which of the following documents are you providing with this form?

You must provide **copies** of documents. The copies will not be returned.

If you are not sure, check the question to see if you should provide the documents.

Copy of evidence from your financial institution that shows your current account balance, account number and account holder name(s)
(If you answered **question 13**)

Privacy notice

15 You need to read this

Privacy and your personal information

The privacy and security of your personal information is important to us, and is protected by law. We need to collect this information so we can process and manage your applications and payments, and provide services to you. We only share your information with other parties where you have agreed, or where the law allows or requires it. For more information, go to servicesaustralia.gov.au/privacy

Declaration

16 I declare that:

- the information I have provided in this form is complete and correct.

I understand that:

- Centrelink can make relevant enquiries to make sure I receive the correct entitlement.
- giving false or misleading information is a serious offence.

Your signature



Date

/ /

Next steps

- 1 Check that you have answered all the questions that you need to.
- 2 Check you have signed and dated this form.
- 3 Provide all supporting documents to us **within 7 days** so we can process your application or claim.
If you cannot do this **within 7 days**, you must contact us at the earliest possible date to make an arrangement.

Returning this form

Return this form and any supporting documents:

- **online** using your Centrelink online account. For more information, go to [servicesaustralia.gov.au/centrelinkuploadocs](https://servicesaustralia.gov.au/centrelinkuploaddocs)
- in person at one of our service centres, if you are unable to use your Centrelink online account.